



# job description

Job Title: Activity Instructor / Group Leader

Reports to: AIGL Team Leader

## **Job Purpose:**

Working in the combined role of Activity Instructor/Group Leader you will be responsible for delivering taster sessions in PGL's core activities. You will also be responsible for supervising and organising PGL guests outside of these activity sessions and organising and participating in evening entertainments to ensure that PGL's guests have the best stay possible.

## **Key Objectives:**

### **Objective 1: To deliver safe and enjoyable PGL activity sessions to PGL guests.**

- Take full responsibility for PGL's guests and accompanying adults during structured activity sessions.
- Teach groups basic technique and encourage relevant improvement.
- Maintain overall supervision and give individual guidance, ensuring that guests realise their potential and gain maximum enjoyment from each session.
- Ensure that all sessions are conducted in a safe manner in accordance with the company's site specific Minimum Operating Standards.
- Use equipment in line with training and record any damage or faults.

### **Objective 2: To take full responsibility of guests outside of structured activity sessions ensuring that PGL guests have the best possible experience (Group Leader).**

- Welcome the groups on arrival, conduct site tours and welcome briefings with Party Leaders, accompanying adults and guests.
- Determine the groups objectives and communicate regularly with the Party Leader to ensure these objectives are being met.
- To be the main point of contact throughout the group's stay, liaising with Party Leaders or accompanying adults ensuring that any problems or issues are resolved in a timely manner.
- Keep the group organised and entertained outside of structured activity sessions.
- Organise and take responsibility for evening entertainments with the group.

### **Objective 3: Broaden your own activity competence and knowledge.**

- Attend any training courses as directed by your Line Manager, Centre or General Manager.
- Regularly review your own targets and work towards the achievement of agreed objectives.
- Ensure that any activity qualifications and memberships with NGB's are renewed and re-validated as required.



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## Objective 4: Assist with centre specific duties associated with a residential children's activity centre.

- Assist in other departments as required (Catering, Housekeeping, Retail and Maintenance). This will be up to 20% of your time across the working week.
- Assist at other centres across the PGL estate as required.

### Personal Specification

#### **Qualifications / Experience:**

	Essential	Desirable
Successful completion of PGL's AIGL in-house training course	✓	
Experience of working with children and young adults		✓
Previous experience working in catering / housekeeping		✓
Ability to work as part of a team & deliver results	✓	
Ability to communicate effectively with others	✓	
Experience in delivering high levels of customer service	✓	
Good organisational skills	✓	
Relevant National Governing Body qualifications		✓

#### **Competencies:**

Takes responsibility for the delivery of an exceptional customer experience
Identifies and seeks to understand customer requirements
Works to create and maintain a culture of mutual support
Communicates appropriately and effectively with others
Accepts responsibility and accountability for own performance and areas of responsibility
Adopts a positive attitude to change. Recognises that change is necessary
Takes responsibility for own health and well being. Demonstrates a healthy work-life balance
Is aware of impact of own behaviour on others
Acts in a manner that supports the values of the organisation and benefits our reputation
Demonstrates commitment to the vision, values and mission of the organisation

#### **Additional Information:**

**Right to Amend** The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

**Safeguarding of Children** Due to the nature of the role, all Activity Instructor / Group Leaders employed by PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS) or a Protection of Vulnerable Groups Check (PVG), which PGL will pay for. Additionally all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.